

HONOLULU EMERGENCY SERVICES DEPARTMENT
CITY AND COUNTY OF HONOLULU

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October 5, 2010

Glenn A. Roach, Executive Director
State of Hawaii
Wireless Enhanced 911 Board

This is a request for the E-911 Board to continue the funding for the Ocean Safety and Lifeguard Services Division CML workstation located at the division's dispatch center at 3823 Leahi Avenue.

The original request for the installation and maintenance of the Ocean Safety CML workstation was made by Gordon Bruce, Director of the City & County of Honolulu's Department of Information Technology, and was approved unanimously at the August 8, 2008 E-911 Board meeting. The station was installed in April 2009 and allows Ocean Safety dispatchers to communicate directly with 911 callers during cases and provides accurate location information of the incident. The CML workstation has become an integral component in the division's operations and dispatch center.

The Ocean Safety and Lifeguard Services Division of the Honolulu Emergency Services Department provides emergency response to incidents that occur in the beach and near shore environment on the island of Oahu. Last year, while watching over 15 million beach users, City lifeguards performed over 1,900 rescues, were involved in 1,200 major medical cases, and co-responded to hundreds of cases with the Honolulu Fire Department, the Honolulu Emergency Medical Services Division, and the Honolulu Police Department.

Authority and scope of function for the Ocean Safety and Lifeguard Services Division is contained in the Revised Charter of the City and County of Honolulu, "the director of emergency services shall: (as to ocean safety:) (1) Be the primary responder to emergencies arising on the beach and in the near shore waters; (2) Be responsible for ocean safety training, educational, and risk reduction programs relating to ocean safety." (RCH Section 6-603)

Because of the nature of the division's mission, it provides lifeguard services daily during daylight hours, and operates dispatch functions from 0730 until 1800 hours. Although Ocean Safety is not a primary PSAP, the division is a secondary PSAP that receives calls from HFD dispatch, EMS dispatch, and HPD. Recent upgrades to the division's communications and dispatch center, including full integration in the City's 800 mhz radio system, have improved response capabilities with positive outcomes.

Emergency calls from cell phones have become increasingly common, especially from the beach and near shore environment. The CML allows the Ocean Safety dispatchers to speak directly with the caller, accurately determine the location of the incident, and deploy appropriate assets (lifeguards, mobile responders, rescue craft) to the scene in a timely manner. We believe that public safety, especially in response to aquatic emergencies, would be seriously compromised by the removal of the CML workstation.

We are attaching documents that provide statistics and other information for your review. Thank you for your consideration of our request.

Sincerely,

Ralph S. Goto
Division Administrator

RSG: eq
Attachments

Summary of lifeguard logsheet data, from the City and County of Honolulu, 2009.

Beach park	# Logs received	# Logs expected ¹	Percent reported ²	Attendance ³	Public contact	Preventive actions	Rescues	1 st aid, minor	1 st aid, reports	Surfing accidents	Drownings
ALA MOANA	1753	1825	96.1	2,414,038	102,086	47,471	111	8,563	81	14	1
ALI/HALEIWA	326	365	89.3	210,680	15,493	8,448	62	982	16	12	1
BELLOWS	112	117	95.7	70,040	6,332	3,055	10	1,054	2	1	0
EHUKAI	362	365	99.2	277,907	20,588	11,555	67	961	41	38	0
HANAUMA	609	624	97.6	889,735	91,019	56,373	307	15,717	50	0	0
KAILUA	363	365	99.5	365,460	28,976	10,988	20	4,002	22	0	0
KEAUWAULA	359	365	98.4	156,817	29,516	19,072	53	1,590	22	2	0
KEWAENA	358	365	98.1	185,678	20,610	10,922	22	973	19	14	1
KUALOA	188	190	98.9	115,456	9,727	3,111	10	374	3	0	0
MAILI	625	730	85.6	421,639	54,973	31,470	92	2,839	15	2	0
MAKAHA	606	730	83.0	344,445	56,671	39,592	56	4,551	26	14	0
MAKAPUU	365	365	100.0	151,646	29,899	20,289	140	1,992	18	5	0
NANAKULI	678	928	73.1	602,399	55,667	42,169	82	1,191	23	4	0
POKAIBAY	543	730	74.4	452,072	36,946	22,210	17	1,488	18	0	0
SANDY	728	730	99.7	355,463	84,939	61,367	396	7,207	111	64	0
SUNSET	362	365	99.2	276,186	24,118	12,574	41	829	21	18	0
WAIKIKI	2550	2555	99.8	7,129,379	184,206	86,342	331	31,349	646	346	0
WAIMANALO	727	732	99.3	211,670	29,743	12,445	9	5,024	14	4	0
WAIMEA	361	365	98.9	530,833	40,590	27,942	94	1,555	55	29	0
total	11,975	12,431	96.3	15,161,543	922,099	527,395	1,920	92,241	1,203	567	3

¹The number of expected logsheets was computed differently, depending on the beach. For most beaches, this number was 365 times the number of stations (e.g. Ala Moana = 365 days * 5 stations = 1,825). For Hanauma, the expected number was 312 for each station (624 total), since this beach is closed each Tuesday.

²The "percent reported" column is the ratio of the number of logsheets received to the number expected. Use the reciprocal of this percentage to estimate an annual total. Example: the estimated attendance at Ala Moana = (1/96.1%) * 2,414,038 = 2,512,006.

³Attendance is based on headcounts taken 3 times by Water Safety Officers during an 8-hour workday.